



the choc experience

Guiding your child through the hospital

table of contents

WELCOME

Orientation to Hospital Unit:

Patient/Family Lounge	4
Playrooms.....	4
Cafeteria.....	4
Room Service	4
Meals for Parents.....	4
Bedside Phone Calls	4
Cellular Phones	4
Blue Phones (Translating Phone).....	5
Interpreters.....	5

Room Accommodations:

Calling Your Nurse	5
During the Night.....	5
Hospital Beds.....	5
Parent Showers.....	5
Side-Rails.....	5
Room Assignment.....	5
Room Environment	5
Preventing Patient Falls.....	6
Television.....	6

DURING YOUR STAY

Visiting Hours and Guidelines.....	7
Parking/Valet Parking	7
Parent and Visitor Identification	7
Patient Identification	7
Employee Identification	7
Infection Prevention/Isolation Precautions.....	7
Spiritual Care.....	8
Rapid Response Team	8
Special Visitors and Events	8

Hospital Services:

Customer Service Representatives	8
Security / Lost & Found.....	8
School Program.....	9

Hospital Staff:

Teaching Hospital.....	9
Medical Staff	9
Nursing.....	9
Respiratory Services	9
Rehabilitation Services	10
Pain Management.....	10
Clinical Dietitians.....	10
Lactation Consultants.....	10
Case Managers	10
Child Life Specialists	10
Social Workers.....	10
Volunteers	10
Community Education	10

DISCHARGE

Discharge Planning Starts at Admission:

You Are a Part of the Team	11
Orientation to the Room and Hospital Routine	11
Start Preparing for Discharge.....	11
CHOC Link	12

MY HEALTH INFO

All About Me.....	13
Notes to My Care Team	16
My Goals Today	18

HOSPITAL RESOURCES

Family Amenities:

Coffee Kiosk.....	19
Family Resource Center	19
Laptop Computers.....	19
Seacrest Studios.....	19
Teen Room	19
Lollipop Movie Theater.....	19
Outdoor Patios.....	19
Turtle Talk.....	19
Prayer/Meditation Room.....	19
Gift Shop	19

Finances and Records:

About Your Bill	20
Requesting a Copy of Your Child's Medical Records	20

Additional Resources:

ATMs/Banking	20
Area Resource Guide	20
Patient Care Pages on the Web.....	20
TDD for Hearing Impaired	20
Ronald McDonald House	20
Customer Service Boxes	21
Pharmacy.....	21
Med-to-Bed Program.....	21

Patient and Family Satisfaction:

Patient and Family Centered Care.....	21
Patient/Family Concerns and Grievances	21
Patient Experience Survey	22
Patient Privacy (HIPAA)	22

SAFETY/MISC

Safety:

Disaster Plan.....	23
Earthquakes.....	23
Electrical Equipment	23
Fire — Code Red	23
Child Passenger Safety	23
CPR.....	23
Smoking	23

Maps

Maps	24
Miscellaneous:	
Blood and Donor Services	30
CHOC Children's Foundation	30
Ways You Can Say Thank You and Join the CHOC Family	30
CHOC Children's Social Media	30

About CHOC Children's:

Mission Statement.....	30
Vision Statement	30
Six Core Values.....	30

Visit choc.org/experienceguide for an electronic copy of this guide.

www.choc.org